

All-SID Meeting New Faces

January 23, 2003



Why We Are Here Today

- Vision from Steve
- Message from the Director
- Working with the Cannery – Customer Relations
- Division News
 - New Faces
 - What's Going on with the Customer Service System (CSS)?
 - Budget Update
- Project Updates
- Process Improvement Updates
- Questions and Answers with Steve and John

Vision from Steve

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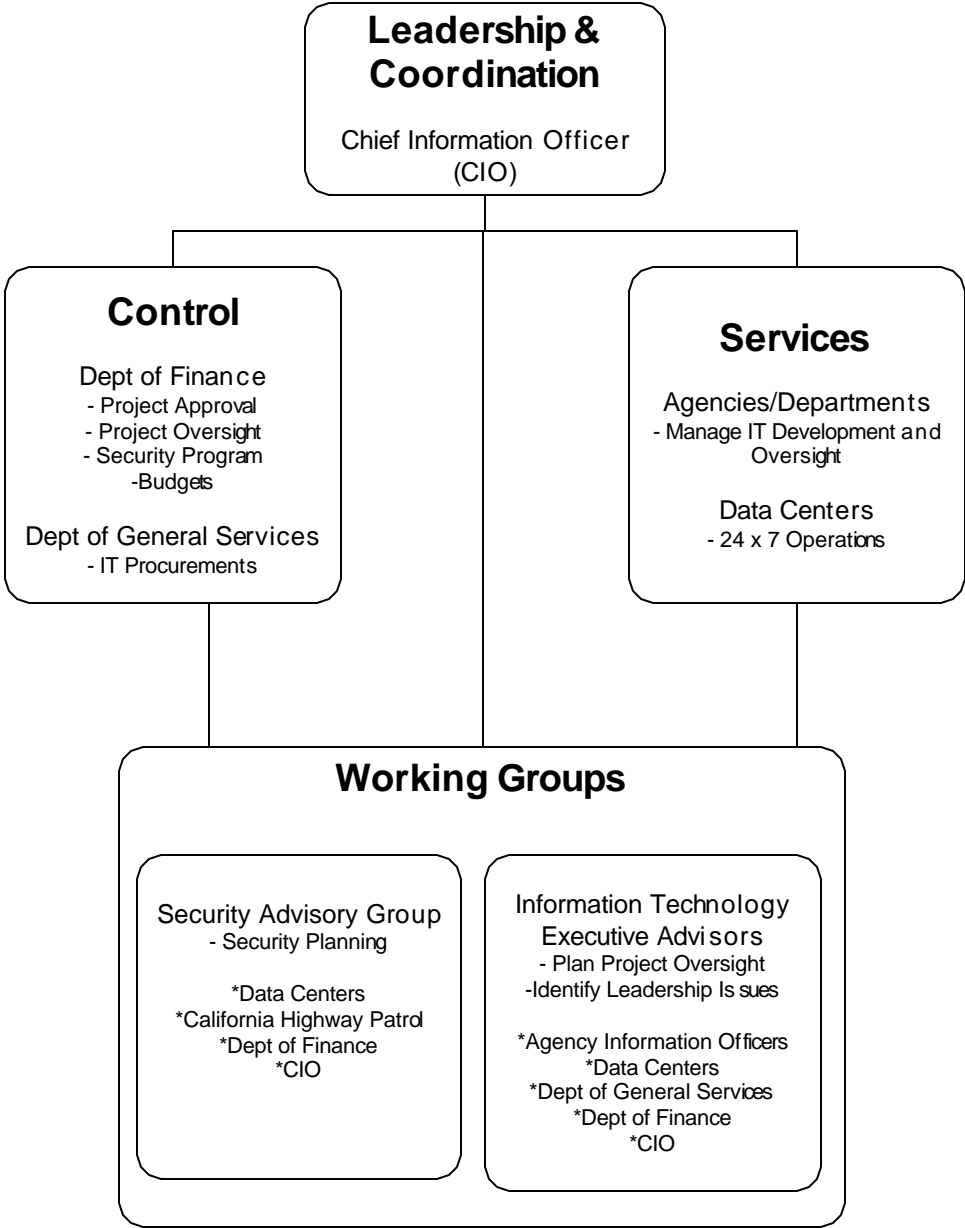
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Message from the Director

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Interim Structure for IT



Working with the Cannery – Customer Relations

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Division News

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New Managers

- **Trisha Edgerton**
 - New Project Manager for the CWS/CMS Maintenance and Operations Re-procurement
- **Richard Keene**
 - New Project Manager for WDTIP
- **Carol Loney**
 - New Project Manager for CMIPS

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New / Transferred Staff

- **Please stand up...**
 - If you have joined SID since June 2002
 - If you have transferred to another position since our last meeting in June 2002

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What's Going on with CSS?

■ The Customer Service System (CSS)

- Used to order services and products, such as new hardware, supplies, and contracting services
- Scheduled to be retired end of March
 - ▶ Along with other VM-based tools
 - ✓ Access to Absence Requests (ACAL), Travel Claims, etc.
- Current Status

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Budget Update

■ Governor's Budget Highlights

- CMIPS
- CWS/CMS
 - ▶ Maintenance and Operations
 - ▶ Procurement
- EBT
- ISAWS
- SAWS
 - ▶ C-IV
 - ▶ LEADER
 - ▶ WCDS/CalWIN
- SFIS
- WDTIP

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B R E A K

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Manager Trivia

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Project Overviews

And where can you go to find out more info on these projects?
www.bestpractices.cahwnet.ca.gov

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Project Updates

- **Case Management Information and Payrolling System (CMIPS)**
 - Request for Proposal (RFP) review and approvals continue through May 03
- **Child Welfare Services/Case Management System (CWS/CMS)**
 - Completed statewide replacement of 400+ application servers in August 02
 - Continuing statewide Windows 2000 upgrade and replacement through September 03
 - Completed major application release (Release 5.2 – Placement) successfully in December 02
 - Release of Technology Architecture Strategic Plan targeted for March 03

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Project Updates

■ Electronic Benefit Transfer (EBT)

- 19 counties will be implemented during FY 2002/03. Pilot counties went live on 8/1/02
- As of 12/18/02 with seven counties now on EBT:
 - ▶ Households participating – 71,485
 - ▶ Total Retailers providing benefits – 2,772
 - ▶ Total ATMs providing benefits – 4,553
 - ▶ Total food stamp / cash benefits issued - \$93.2 million
 - ▶ Total food stamp / cash benefits redeemed - \$90 million
- Project staff continue to oversee implementation activities while providing operational support to those counties in maintenance and operations
- Statewide implementation will be completed by December 2004

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Project Updates

■ Interim Statewide Automated Welfare System (ISAWS)

- 35 counties and 15% of the State caseload
- Migration strategy is being developed to move counties to C-IV and WCDS/CalWIN
- Recent Accomplishments
 - ▶ Implemented version 43 of MAPPER
 - ▶ Implemented MEDS interface
 - ▶ Implemented Direct Deposit
 - ▶ Relocated ISAWS and Welfare-to-Work equipment in main HHSDC facility to a more environmentally safe area

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Project Updates

- **Statewide Automated Welfare System (SAWS) Statewide Project Management**
 - Change order methodology has been developed to validate vendor estimates
 - Metrics program has been developed to better assess the progress and risks of the consortia in development as well as maintenance and operations (M&O)

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Project Updates

- **Statewide Automated Welfare System (SAWS) Consortia Status**
 - **C-IV - Consortia IV**
 - ▶ Four counties and 12% of the State's caseload
 - ▶ Currently in System Test
 - ▶ Pilot to begin October 2003
 - **LEADER – Los Angeles Eligibility Automated Determination Evaluation and Reporting**
 - ▶ Los Angeles county with 36% of the State's caseload
 - ▶ Currently in Maintenance and Operations
 - ▶ Contract amendment is begin prepared to incorporate major modifications to the application
 - ▶ LEADER is currently engaged in EBT readiness and implementation is scheduled for August 2003

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Project Updates

■ Statewide Automated Welfare System (SAWS) Consortia Status

- **WCDS/CalWIN - Welfare Client Data System/CalWORKS Information Network**
 - ▶ 18 counties and 37% of the State's caseload
 - ▶ Consortium recently assessed the overall readiness of the CalWIN application from an anticipated work around (unincorporated policy changes) and training perspective
 - ▶ Recommendation is to delay the February 2003 pilot until policy changes, including Prospective Budgeting/Quarterly Reporting, are incorporated
 - ▶ Project is currently assessing duration of the delay

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Project Updates

■ Child Support IV&V

- **Manages the Independent Verification and Validation (IV&V) vendor for**
 - ▶ California Child Support Automation System (CCSAS) project being developed by Franchise Tax Board (FTB) and Dept of Child Support Services (DCSS)
 - ▶ Pre-Statewide Interim Systems Management (PRISM) project at DCSS which maintains the existing child support systems
- **Current Status**
 - ▶ Current IV&V vendor's contract expires March 31st
 - ▶ The Request for Offer (RFO) for re-procurement of IV&V services has been released
 - ▶ Proposals are due Feb 3rd and award is anticipated in April

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Project Updates

- **Statewide Fingerprint Imaging System (SFIS)**
 - Continuing maintenance and operations (M&O) activities
 - Beginning to plan for contract extension and re-procurement of system M&O services
 - Re-engineering the SFIS network
 - Working on enhancements to the Image Quality, Fraud and Stored Transaction functionality
 - Implemented a new user training tool
 - BSA Program Audit was completed and released on January 2nd

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Project Updates

- **Welfare Data Tracking Implementation Project (WDTIP)**
 - 55 counties have been converted to WDTIP
 - ▶ Los Angeles, Stanislaus, and Modoc remain
 - CalWIN/WDTIP interface development completed. User Acceptance Test (UAT) began November 2002
 - Completed additional enhancements to the functionality of the system

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Process Improvement Updates

-Best Practices Support Group (BPSG)

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What the BPSG Does – Gathering Best Practices (Step 1)

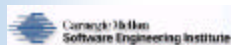
Process
Action Teams
(PATs)



Capability
Maturity
Model
(CMM)
Assessments



Industry
Research



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Process Action Teams (PATs)



- Composed of representatives from all the projects
- Typically meets once a week for 6-8 weeks with some document reviews done off-line
- For “first-round” PATs, the topic is considered at a moderately high-level
- Subsequent PATs address details of specific areas
- Results are posted to the BPweb and reviewed by the team



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The Capability Maturity Model (CMM)



Carnegie Mellon
Software Engineering Institute



Good

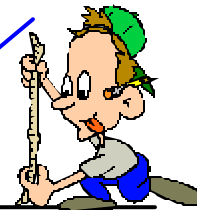


Bad

Low

High

Organizational “Maturity”



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What We Do – Encouraging Improvement (Step 2)



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Encouraging Improvement



- **All-SID Gatherings**
 - To encourage process improvement for all SID
 - January and June of every year
- **Getting Connected Workshops**
 - What's All The Fuss About CMM?
 - How Can The Bpweb Help Me?
 - Contract Tracking And Management
 - Find What You Want 24-7: Document Management
 - Getting a Handle on Issues You Can't Plan For
 - Project Management Basics
 - Requirements Definition
 - Requirements Management

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Encouraging Improvement



■ Outreach Events

- Present process improvement lessons learned at GTC in May of each year (an SID goal)
- Present lessons learned at PMI Government Forums (at least once per year)
- Present lessons learned at other forums related to system acquisition (whenever opportunities arise)

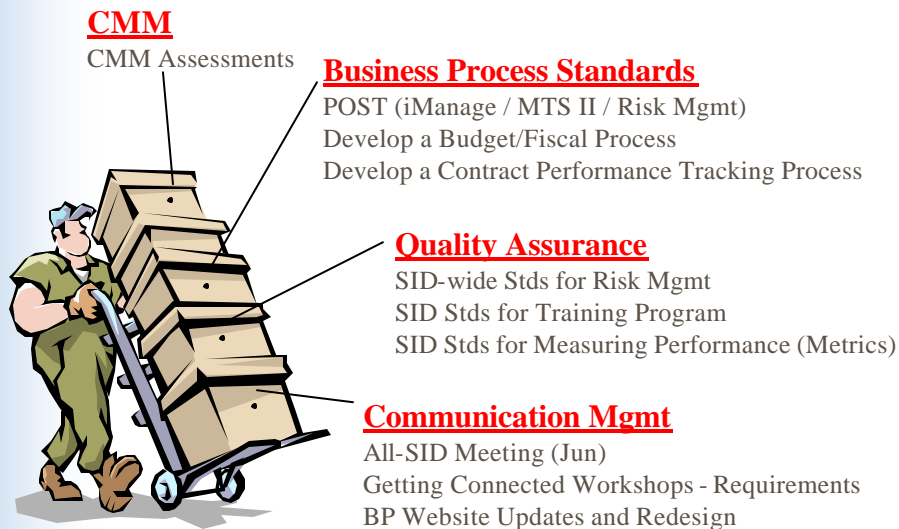
■ Best Practices Website

- Define what "Best Practices" means for SID
- Foster the sharing of lessons learned between projects in SID
- Provide the startup tools for newly created projects or projects starting a new lifecycle phase

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BPSG Tasks Coming Up



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Project Office Support Tool (POST) Status

POST Phase	SID Project	iManage (Doc Mgmt)	MTS II (Issue Mgmt)	Risk Tool
2	CMIPS	Completed	Version 2	Pending results of a Risk Mgmt PAT
	EBT	Completed	Version 3	
3	BPSG	Completed	In planning	
	SFIS	Completed	Using PACS	
	WDTIP	Completed	Using PTS	
	CWS Proc	Completed	In planning	
	CWS M&O	In process	In planning	
	ISAWS	In planning	Using Remedy	
	SAWS PM	In planning	In planning	

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What's New on BPweb

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Best Practices Web Site

■ What's New on the Site

- Test and Evaluation Process Action Team (PAT) results
 - ▶ Under Procurement Life Cycle Process/RFP
- Business Process Re-engineering (BPR) PAT results
 - ▶ Under Planning Life Cycle Process/Milestone 3
- New samples from CWS/CMS and SFIS
 - ▶ See "What's New" on the home page
- Updated links
 - ▶ New Dept of Finance area
 - ▶ IT Governance Institute

Internet: www.bestpractices.cahwnet.gov

Intranet: [bpweb](#) (Includes CMM Findings Reports)

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Questions and Answers for Steve and John

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Today's Parting Thoughts

- Thanks for participating today!
- Don't forget to...
 - Check out the website / share with others
 - ▶ Send us comments via the Contact Us link
 - Fill out the evaluation form
 - ▶ Let us know what types of workshops you'd like to see in the future

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Visit Our Websites @

Internet: www.bestpractices.cahwnet.gov

Intranet: [bpweb](#) (Includes CMM Findings Reports)

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PLEASE TURN IN YOUR EVALUATIONS

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